

MARC Riders Advisory Council Meeting

June 15, 2017

4:30 pm – 6:00 pm

Hall of States, Room 231

Summary minutes

- I. Call meeting to order (Steve Chan, Chairman): Called to order at 4:30
- II. Introductions (Steve Chan)
- III. Review of May minutes (Christopher Field Secretary):
 - a. Request to locate “Maple Ave.” in the town of Brunswick. Approved.
- IV. Review of May performance data (David Johnson, MARC Acting Chief Transportation Officer)
 - a. Report attached.
 - b. For the past month or so, CSX has been moving freight toward “precision railroad”. Freight trains are getting shorter. There have been some “growing pains” as new systems and methods are installed. But in the end, we expect less freight/passenger interference and improved on time performance on Camden and Brunswick Lines.
- V. Washington Metro Safe Track updates (Dave Johnson)
 - a. Orange Line work will finish Friday.
 - b. Red Line work starts this weekend. Commuter buses 505 and 515 will skip Shady Grove and go to Grosvenor Metro Station. Monthly MARC tickets to Rockville will be honored to Union Station.
 - c. The Red Line will be the last SafeTrack closure, although a member pointed out that WMATA has announced that there will be additional track closures next year.
 - d. A member pointed out that some commuter bus passengers ride to Shady Grove to catch a shuttle. DF said bus riders receive text message and have been informed. Another text will be sent tomorrow. Shady Grove is accessible from the MARC train, which will be honoring bus tickets.
- VI. Changes to West Baltimore MARC Station (Dave Johnson)
 - a. West Baltimore MARC station has received a \$4 million upgrade for bus hub and kiss and ride. Under the Baltimore Links, it will have significant bus service, including connections to downtown/inner harbor.
 - b. See also last comment under VII. f
- VII. Penn Line June 26 schedule change and morning boarding platform changes (DJ and Howard Carter, Superintendent, Amtrak Commuter Services)
 - a. The work on Track 3 is moving north to between Gove (just north of Odenton Station) and Bridge Interlocking (just north of West Baltimore MARC Station). Work will start 26 June and run through mid November.
 - b. Minor change to northbound traffic. Train 404 will no longer stop at BWI.
 - c. Southbound schedule has significant adjustments.
 - d. Because of the difficulty of spotting trains at the bridges, the railroad will reverse travel direction during the morning so that southbound trains will run on Track A/1 from Penn Station through BWI. These trains are indicated by an “N” on the new schedule. This is being done so that the major boardings can be done from a high platform without the bridges.

- e. There will be extensive outreach. Staff will be posted at stations, passing out new schedules. Also, fliers describing the new boarding process will be handed out at West Baltimore, Halethorpe, and BWI MARC Stations.
- f. Questions:
 - Since the track work has an end date, why wasn't it included on the schedule? Because the track work might finish early or run late. Better to replace the schedule when needed than promise a date that turns out to be wrong.
 - Will bus service between West Baltimore and the Inner Harbor run on weekends? Yes, City link 7 days/week.
 - A member pointed out that none of the morning northbound trains stop at West Baltimore so commuting to downtown is not possible. Response: During the track work, getting the trains back to Penn for a next run is most important. May reevaluate after the track work is done.

VIII. Old Business

- a. David Johnson will report on the cost of standby trains at a future meeting.
- b. Council members reported that train crews still not using the internal car numbers when announcing which doors will open. We are not sure what to do.
- c. The first, of six, HHP (electric locomotives) is in the MTA Reliability enhancement program. The work is going well. It is expected to start test runs in July with revenue service in August.
- d. With regard to the automobiles on Maple Ave (Brunswick WV) going around the gate; MTA police have spoken with local police who are monitoring the crossing.
- e. MTA has informed the crews of train 879 that they may not limit Union Station boarding to one door. A member reported that it is still a problem, especially coupled with late boarding announcements, which MTA and Amtrak will investigate.
- f. The light at Halethorpe is still out.
- g. MDOT real estate people are still working on the possibility of additional parking at Seabrook.

IX. New Business, including questions and comments from guests

- a. Trains have been arriving at Duffields Station on opposite track without an announced. This forces passengers to scramble to the correct side. DJ will talk with operations center about making announcements.
- b. Report that train 892 cars are cold. Response: all cars are set to the same temperature. Plus/minus 1 to 2 degrees. MTA can't address the issue without car numbers.
- c. There was an email complaint from a passenger who accidentally purchased a monthly ticket instead of a single ride ticket. Tried to return it and got run around. Issue resolved after referral to acting administrator. Normally, monthly tickets are non-refundable after 5th of month. However, when it had been clearly just purchased by accident, the price should have been refunded. Amtrak working with ticket agents to improve customer service. The refund would come from the organization that issued the ticket: Amtrak or Commuter Direct.

- d. Amtrak is replacing its ticket machines. MARC will install its own ticket machines. It is not decided if stations such as Seabrook, Bowie, etc will get machines. We hope there is no gap between end of Amtrak machines and start of MARC machines. There is no new information about mobile tickets.
- e. There was a request that Union Station track announcements place the track number earlier in the announcement. There will be some MTA discussion on the matter.
- f. There was a conversation that when train 893 (to Frederick) was canceled, MTA requested that Frederick Transit sent two additional busses to Point of Rocks to transport people to Frederic.
- g. There was a comment (and appreciation) that on 30 May, after boarding of train 544 to Perryville was closed because of crowding, train 446 was sent to Perryville. It takes some time to confirm with Amtrak that such an adjustment can be made.
- h. There was a recommendation to listen to In the 1960: Recording of old Penn Station announce Danny

X. Meeting adjourned at 5:42 PM.

Upcoming meetings (Third Thursday of each month 4:30 to 6:00

July 20, 2017

August 17, 2017

September 21, 2017

Reminder: E-mail rail car or station defects to Donna Walsh – Dwalsh@mta.maryland.gov

Attendance:

An “X” means present in the room.

A “P” means present by phone.

A “L” means late.

MRAC		Amtrak		CSX	
Aviva Glaser		Howard Carter	X	Dan Wagner	X
Brian Love	X	Mike Tierney		Joe Lisska	
Charles Enders	P				
Cheryl Batis-Harris		Bombardier		MTA	
Christopher Field	X	Amika Anderson	X	Annrea Farmer	
Dan Sutherland Weiser	X	Christopher Bastic		David Johnson	X
DeMyra Harvey		Jeff Gaffney		Dean Del Peschio	X
Jaime Streeter Wilson		Josh McCorrack		Donna Walsh	
James Burrows-McElwain	X	Katherine Read	X	Erich Kolig	
Jeff Jordan		Matthew Sturgeon		Natiya Bennet	
Joe Conny	X	Tony Cox		Pat Keller	
June Brandt	L			Ross Turlington	
LaToya R. Griffin		Guests			
Kelly Kopeikin		John Morris	X		
Matthew Wingerter		Vince Hodge			
Steve Chan	X				



**MARC Train Service
On-Time Performance
May 2017**

		Month	Year to Date	Same Month 2016
Brunswick Line	Brunswick	95.59%	94.97%	94.04%
	Frederick	96.97%	96.12%	94.75%
	West Virginia	95.45%	94.70%	96.08%
	<i>Total Brunswick</i>	96.00%	95.26%	94.96%
Camden Line	Camden	91.34%	93.10%	94.44%
	BTS OTP	93.50%	94.10%	94.68%
Penn Line	Baltimore	85.71%	89.78%	93.97%
	Perryville	81.65%	88.75%	92.84%
	Amtrak OTP	83.68%	89.26%	93.40%
MARC SYSTEM TOTAL OTP		87.92%	91.23%	94.02%

MARC On Time Performance Summary

May 2017

Penn Line Weekday

83.09% Month

89.79% Year to Date

85.61% AM Southbound (Trains 401-523)

79.92% PM Northbound (Trains 426-448)

88.38% AM Northbound (Trains 400-412)

73.30% PM Southbound (Trains 537-579)

Trains below 90% (late more than twice, red-bold lower than 80%):

404 (86% month, 92% YTD)

449 (81% month, 75% YTD)

406 (77% month, 84% YTD)

451 (86% month, 93% YTD)

408 (82% month, 84% YTD)

453 (73% month, 91% YTD)

418 (54% month, 82% YTD)

505 (77% month, 85% YTD)

419 (81% month, 82% YTD)

511 (68% month, 77% YTD)

424 (72% month, 89% YTD)

517 (59% month, 80% YTD)

425 (72% month, 81% YTD)

523 (82% month, 86% YTD)

426 (77% month, 93% YTD)

537 (82% month, 91% YTD)

428 (82% month, 92% YTD)

532 (72% month, 88% YTD)

430 (63% month, 77% YTD)

536 (82% month, 88% YTD)

435 (77% month, 89% YTD)

544 (68% month, 80% YTD)

439 (64% month, 77% YTD)

548 (82% month, 92% YTD)

440 (86% month, 96% YTD)

579 (73% month, 88% YTD)

443 (81% month, 88% YTD)

610 (86% month, 91% YTD)

445 (59% month, 71% YTD)

612 (86% month, 91% YTD)

446 (86% month, 86% YTD)

634 (86% month, 91% YTD)

447 (73% month, 73% YTD)

641 (73% month, 76% YTD)

448 (86% month, 94% YTD)

642 (86% month, 91% YTD)

100% for month: 412, 414, 422

Penn Line Weekend

98.33% Month

97.94% Year to Date

Bombardier Transportation Services OTP (Brunswick and Camden Lines)

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Bombardier Transportation Services OTP (Brunswick and Camden Lines):

93.50% Month

94.26% Year to Date

Brunswick Line

96% Month

95.06% Year to Date

96.97% AM Eastbound

95.05% PM Westbound

Trains below 90% (late more than twice, red-bold lower than 80%):

875 (86% month, 93% YTD)

883 (85% month, 91% YTD)

100% for month: 870, 872, 873, 874, 877, 890, 891

Camden Line

91.34% Month

93.57% Year to Date

86.36% AM Westbound

93.51% PM Eastbound

Trains below 90% (late more than twice, red-bold lower than 80%):

841 (86% month, 92% YTD)

847 (86% month, 96% YTD)

843 (72% month, 89% YTD)

848 (86% month, 93% YTD)

844 (86% month, 96% YTD)

853 (77% month, 88% YTD)

845 (82% month, 90% YTD)

100% for month: 842, 846, 859



2017-2018									2018-2019			
	Brunswick Line				Camden Line				Penn Line			
	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays
ACCIDENT	14	1	2.7%	5.3%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
COMMUNICATION/SIGNALS	13	1	2.5%	5.3%	22	2	2.8%	4.0%	61	4	0.9%	1.3%
CREW	0	0	0.0%	0.0%	15	1	1.9%	2.0%	387	35	5.9%	11.6%
DISPATCHER/INTERFERENCE	230	8	44.7%	42.1%	386	31	48.6%	62.0%	4025	170	61.5%	56.5%
MECHANICAL	115	3	22.4%	15.8%	44	1	5.5%	2.0%	383	10	5.9%	3.3%
PASSENGER	0	0	0.0%	0.0%	34	3	4.3%	6.0%	186	20	2.8%	6.6%
SECONDARY DELAY	36	2	7.0%	10.5%	221	7	27.8%	14.0%	1370	46	20.9%	15.3%
SECURITY	0	0	0.0%	0.0%	0	0	0.0%	0.0%	36	3	0.6%	1.0%
TRACK/CATENARY	57	2	11.1%	10.5%	35	3	4.4%	6.0%	94	13	1.4%	4.3%
WEATHER	49	2	9.5%	10.5%	37	2	4.7%	4.0%	0	0	0.0%	0.0%



MARC Train Service
Penn Line Station Boardings Report
Wednesday, May 10, 2017

Station	North	South	Total	Line Percent	System Percent
Perryville	0	113	113	0%	0%
Aberdeen	0	192	192	1%	1%
Edgewood	1	224	225	1%	1%
Martin Airport	5	347	352	1%	1%
Penn	215	3,317	3,532	14%	9%
West Baltimore	4	721	725	3%	2%
Halethorpe	33	1,493	1,526	6%	4%
BWI	100	2,155	2,255	9%	6%
Odenton	165	2,413	2,578	10%	7%
Bowie	161	612	773	3%	2%
Seabrook	48	329	377	2%	1%
New Carrollton	604	492	1,096	4%	3%
Washington, Union Station	11,067	0	11,067	45%	30%
Totals	12,403	12,408	24,811	100%	66%

Train Number	Comments



MARC Train Service
Camden Line Station Boardings Report
Wednesday, May 10, 2017

Station	East	West	Total	Line Percent	System Percent
Camden	0	347	347	7%	1%
St. Denis	0	8	8	0%	0%
Dorsey	22	457	479	10%	1%
Jessup	0	0	0	0%	0%
Savage	15	353	368	8%	1%
Laurel Race Track	0	2	2	0%	0%
Laurel	55	586	641	13%	2%
Muirkirk	25	418	443	9%	1%
Greenbelt	34	62	96	2%	0%
College Park	142	39	181	4%	0%
Riverdale	12	35	47	1%	0%
Washington, Union Station	2,267	0	2,267	46%	6%
Totals	2,572	2,307	4,879	100%	13%

Train Number	Comments
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MARC Train Service
Brunswick Line Station Boardings Report
Wednesday, May 10, 2017

Station	East	West	Total	Line Percent	System Percent
Washington, Union Station	0	3,119	3,119	40%	8%
Silver Spring	41	456	497	6%	1%
Kensington	188	21	209	3%	1%
Garrett Park	58	2	60	1%	0%
Rockville	242	271	513	7%	1%
Washington Grove	39	0	39	1%	0%
Gaithersburg	489	34	523	7%	1%
Metropolitan Grove	307	12	319	4%	1%
Germantown	846	15	861	11%	2%
Boyd's	21	0	21	0%	0%
Barnesville	78	0	78	1%	0%
Dickerson	28	0	28	0%	0%
Point of Rocks	389	0	389	5%	1%
Monocacy	208	0	208	3%	1%
Frederick	110	0	110	1%	0%
Brunswick	515	0	515	7%	1%
Harpers Ferry	62	0	62	1%	0%
Duffields	109	0	109	1%	0%
Martinsburg, WV	124	0	124	2%	0%
Totals	3,854	3,930	7,784	100%	21%

Train Number	Comments
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MARC Train Service
Penn Line Station Boardings Report
Saturday, May 13, 2017

Station	North	South	Total	Line Percent	System Percent
Martin Airport	0	22	22	0%	0%
Penn	1	1,476	1,477	33%	33%
West Baltimore	0	54	54	1%	1%
Halethorpe	0	93	93	2%	2%
BWI	2	437	439	10%	10%
Odenton	14	270	284	6%	6%
Bowie	32	26	58	1%	1%
Seabrook	0	0	0	0%	0%
New Carrollton	160	13	173	4%	4%
Washington, Union Station	1,818	0	1,818	41%	41%
Totals	2,027	2,391	4,418	100%	100%

Train Number	Comments



MARC Train Service
Penn Line Station Boardings Report
Sunday, May 14, 2017

Station	North	South	Total	Line Percent	System Percent
Martin Airport	0	6	6	0%	0%
Penn	1	942	943	30%	30%
West Baltimore	0	32	32	1%	1%
Halethorpe	1	53	54	2%	2%
BWI	2	443	445	14%	14%
Odenton	11	104	115	4%	4%
Bowie	23	12	35	1%	1%
Seabrook	0	0	0	0%	0%
New Carrollton	139	11	150	5%	5%
Washington, Union Station	1,386	0	1,386	44%	44%
Totals	1,563	1,603	3,166	100%	100%

Train Number	Comments